

## Job Description

### *Missouri State Highway Patrol*

Class Title: Quality Control Clerk II - TFD

Title Code: V00974

Effective Date: 07/01/06

Date Reviewed:

Date Revised:

**Immediate Supervisor:** Traffic Safety Analyst I, II, III

**Position Supervised:** None

**FLSA Classification:** Non-exempt

**Working Hours:** Normal working hours are from 8:00 a.m. until 12:00 noon and from 1:00 p.m. until 5:00 p.m., Monday through Friday; however, working hours are subject to change at the discretion of the commanding authority.

## POSITION SUMMARY

This is advanced quality control and related clerical work in maintaining the integrity of the Traffic Arrest System/DWI Tracking System (TAS/DWITS), Statewide Traffic Accident Records System (STARS), and Accident Request Tracking System by processing incoming manual and electronic records, returning incorrect or incomplete records, answering questions, and reviewing existing records for conflicting information. General supervision is provided by a supervisor who reviews work for overall completeness, accuracy, and adherence to schedules.

## DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Processes incoming mail for the Traffic Division Accident Records Sections or Arrest Records Section.

Reviews, codes, enters, and/or updates electronic and manual records into the TAS/DWITS or STARS.

Performs quality control measures of records entered into the TAS/DWITS or STARS and make necessary corrections to erroneous data.

Returns incorrect, incomplete or duplicate source documents submitted for inclusion into the TAS/DWITS or STARS to the applicable submitting agency.

Scans and microfilms source documents relating to TAS/DWITS or STARS.

Processes telephone and written requests or inquiries relating to TAS/ADORS or STARS records/information and enters applicable information attendant to accident report requests into the Accident Request Tracking System.

Provides technical assistance to Patrol personnel and other criminal justice agencies regarding matters relating to TAS/DWITS or STARS.

Assists with the annual Uniform Citation reviews conducted at each troop headquarters.

Processes requests from statewide law enforcement agencies for the assignment of unique, sequential Uniform Citation numbers.

Processes voided Uniform Citations submitted through channels from applicable uniformed Patrol personnel.

Trains newly assigned personnel to the Traffic Division.

Prepares written correspondence and source documents accordingly.

Files correspondence and source documents accordingly.

Performs other related duties as assigned.

#### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of record entry, codes, and quality control policies, standards, processes and procedures relating to TAS/DWITS and STARS.

Working knowledge of the publications *Manual on Classification of Motor Vehicle Accidents, ANSI-D.16.* and *Missouri Uniform Accident Report Preparation Manual.*

Working knowledge of the State Sunshine Law as well as state laws and Patrol/division policies relating to the reporting and dissemination of arrest records.

Working knowledge of the reporting requirements of the Uniform Citation and Record and Conviction forms.

Working knowledge of Patrol policies and procedures relating to arrest reports, systems, and procedures or accident reporting.

Working knowledge of computer terminal and ability to operate as related to record entry and message routing.

Working knowledge of MULES and NCIC computer files.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to operate basic office machines to include the operation of a personal computer.

Ability to perform data entry.

Ability to sit in front of a computer terminal and perform data entry for extended periods of time.

Ability to alphabetize, transport, file, and purge records/documents.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to establish and maintain harmonious working relationships with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to travel in order to conduct agency business.

Ability to work hours as assigned.

Ability to work independently as well as follow oral and written instruction.

Ability to exercise judgment and discretion and make decisions in accordance with laws, policies and regulations.

Ability to proofread and edit computer entries.

Ability to multi-task and prioritize assignments.

Possess basic arithmetic skills.

Ability to establish and maintain records and files (both electronic and hardcopy).

Ability to work under pressure.

Ability to type 40 words per minute with ten (10) errors or less.

#### MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Two years experience as a Quality Control Clerk I.